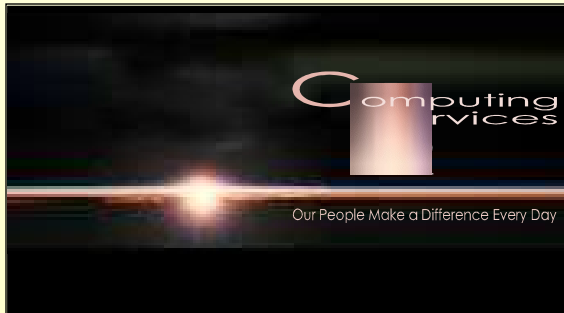




DECC Mech End User Support Section

Technical Requirements



**Tom Zdunski, SMC
Mechanicsburg
(717) 605-4241, DSN 430-4241
Zdunskit@mech.disa.mil**



End User Support Section: Overview

- **End User Support for 350 DECC Mech users.**
- **We administer the local area network, email, do PC set-ups, software and hardware installations and network printing**
- **We install, secure and maintain windows servers locally and remotely for our administrative LAN and many other customers across the country (over 100 Servers)**
- **11 positions; 5 of which are Contractors**



End User Support Section: Technical Requirements

- **Windows NT, XP, 2000, 2003 Servers and workstations**
- **Active Directory**
- **Windows domains**
- **MS Exchange Email**
- **100 MB switched Ethernet LAN**
- **CITRIX**
- **SQL**
- **Anti-Virus Server administration**



End User Support Section: Contractor Skills Required

- **SQL database and server security**
- **CITRIX administration and security**
- **Windows NT/2000/XP/2003
OS/Securing/patching/administration virus
detect and repair**
- **SMS 2003 - Push software and patches to
workstations**
- **MS Exchange administration and maintenance**
- **SAN setup and maintenance**



End User Support Section: **Contractor Skills Required** **(con't)**

- **Defense Messaging System administration and maintenance**
- **Active Directory troubleshooting and maintenance**
- **IIS and other WEB server lockdown and configuration**
- **WMI and VB Scripting**
- **Fiber Optic and CAT 6 Cabling**
- **Complete understanding of TCP/IP networks**
- **Windows registry familiarity**



End User Support Section: **Accomplishments** **Requested**

- **Migrating, Installing and maintaining Active Directory**
- **Securing/Locking down Windows servers using NSA guidelines**
- **Configuring CITRIX Metaframe Secure Gateway Server**
- **Configuring CITRIX Metaframe NFUSE**
- **Securing SQL Database Servers**
- **Patch systems when notified of an Information Assurance Vulnerability Alert (IAVA)**
- **Adhere to Security Technical Implementation Guides (STIG) based on NSA guidelines**



End User Support Section: Desired Certifications

- **Microsoft Certified Systems Engineer (MCSE) Win2K/2003**
- **Microsoft Certified Database Administrators (MCDBA)**
- **Citrix Certified Enterprise Administrator (CCEA)**